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To: Food Stamp Handbook Holders

From: Rick Zynda, Director
Office of Nutrition Services and Program Integrity (ONSPI)

RE: **FS Handbook Release 02-01**

DATE: February 18, 2002

EFFECTIVE DATE

Implement the instructions at application, review, and change, or, if you wish, earlier. The following policy additions or changes are effective 02/18/02, unless otherwise noted.

CHANGES

Note: This is the first release of the FS Online Handbook. The paper FS Handbook is now obsolete. Do not use the paper handbook for policy anymore. Instructions for maintaining a paper handbook will no longer be issued. However, the online handbook may be printed even though this is discouraged. See the help link of the online handbook for instructions.

Because the FS Online Handbook has new features, these green sheets will be divided into 2 sections, one of which is new.

1) Policy Changes: This section will not change. It will explain changes in policy effective with the release date, unless noted otherwise.

2) Typos, technical, or hypertext link changes (new): The FS Online Handbook tracks when text is edited and automatically saves previous releases for each handbook section when anything is changed. That previous text is then saved and can be accessed through the "Previous Releases" link on each page. This will occur even when just a typo is fixed. Therefore, any time a typo is fixed or a link is updated or added, a previous release section will be created for that page, even if the policy didn't change.

This part of each green sheet will let users know when a typographical error is corrected. Also, since hypertext links are used extensively throughout the handbook, changes to links will be mentioned in this section. Links can be from one part of the handbook to another, or from the handbook to outside web pages.

Addition of the Electronic
Benefit Transfer (EBT)
Guide to the Handbook

The EBT guide was released previously as a separate document. ONSPI is incorporating it into the FS Handbook in this release as a new chapter. This is part of an ongoing effort to mainstream FS policy.

For now, the EBT guide is only available in Adobe Acrobat's pdf format. Later, it will be incorporated into the format used in the rest of the FS Online Handbook so it can be accessed as web pages or as a pdf document. In this release, the EBT chapter will contain a link to the pdf document.

POLICY CHANGES

The following changes are in this release:

Introduction

A reference to the Index to the Appendix was deleted. This is no longer needed with the Online Handbook.

Introduction Unit Overview	The Introduction paragraph was changed to delete a reference to the vehicle unit.
Assets Unit Q.3	Since vehicles are no longer counted as assets, the vehicle assets will always be \$0. This information was added.
Income Computation Unit Q.2	"AFDC" was changed to "W-2."
Review Date Unit Q. 3	A reference to 3 month reviews was changed to 6 months.
Review date unit Q. 5,6,7,8	These questions were deleted since they dealt with alternating face to face and non-face to face reviews.
01.01.02	These statements were added to dotpoint 5 for clarification: "This does not include step-parent relationships ended by divorce. A step-parent that is divorced from a natural parent is no longer considered a step-parent."
01.06.02	The definition of "disabled veteran" was expanded.
01.09.01	This section was corrected. IPV's do not have to re-request FS after their sanction ends to receive FS again.
03.03.00	The addresses and names of several tribal agencies in this table were updated.
04.01.02	This section titled "Pending Citizenship Verification" was added and details were given on how to handle suspected alien applicants while citizenship verification is pending.
04.02.02.01	Instructions for finding alien work quarter information in CARES was added to this section.
06.01.01 (3)	The third dotpoint listing permanent IPV ineligibility periods was expanded to include persons convicted of using food stamps in a transaction involving firearms.
07.01.01 (9), 07.01.01 (13)	A reference to JOBS in number 9 was deleted. A new reason (13) was added to the list that allows full time students to be potentially eligible for FS: "13. Is assigned to or placed in an institution of higher education through or in compliance with the requirements of FSET."
08.02.01 (9)	Dotpoint 9 in this section on FSET exemptions was clarified. Individuals claiming to be physically or mentally unfit for employment should be referred to FSET if the claim is rejected. Also, individuals with partial disabilities should be referred to FSET.
08.08.02 (3)	Dotpoint 3 was changed to say "non-participation" instead of "sanction."
08.08.02 (5)	Dotpoint 5 was rewritten to be more clear. This section deals with ABAWD strikes and when they must be imposed. This dotpoint was copied from the FSET manual section dealing with ABAWD strikes for consistency.
08.08.03 (6)	Dotpoint 6 was added to this list of conditions for when benefits should be restored to ABAWDS who have received 3 strikes. The dotpoint is "S/he has worked in an unsubsidized employment position for 80 hours in a 30-day period. This work can occur during the sanction period."
11.04.02	A reference to vehicle assets was deleted.
12.02.06	This section on loans was clarified. Loans do not count as income.
12.02.13.01 (1)	Vista was renamed "AmeriCorps*Vista." This section was not updated when the

name changed. A reference to "AmeriCorps," which is different, was made to this section also.

12.02.23, 12.04.00,
15.02.06.01, 15.02.06.02,
22.02.03.01

References to AFDC were deleted or changed to W-2.

12.02.33

The word "net" was added to clarify that net SSI income is budgeted for FS unless there's a recoupment for an SSI IPV.

12.03.12

This section on WIA earnings was clarified to include the disregard of Job Corps income to WIA participants.

12.03.26

"AmeriCorps*Vista was mentioned here incorrectly. It was changed to "AmeriCorps." These programs are different.

13.03.01.01

This subsection on a profitability test for self-employment income was deleted. There is no profitability test for self-employment income.

13.03.02

A reference to vehicles was updated to state all vehicles are exempt.

13.04.04

This section on self-employment reconciliation was deleted since it's obsolete. There has been no reconciliation since FS budgeting changed to prospective budgeting. See 22.02.03.01 (Calculate Client and Non-Client Claims) for information on processing any claims.

13.05.02.01

The word "retrospective" in this section on self-employment anticipated earnings was never changed to "prospective" when the budgeting method for FS was changed. It was changed here.

15.02.02

A reference to vehicle assets was deleted.

15.02.05

The second paragraph of example 1 was rewritten to be more clear.

16.04.06

Lying in costs for the birth of a child are not an allowable medical expense deduction.

16.05.02

Lying in costs for the birth of a child are not an allowable child support expense deduction.

18.06.00

A reference to "coupons" was deleted.

19.01.00

The second paragraph describing fleeing felons was altered slightly to say "A fleeing felon is a person who is fleeing to avoid prosecution *or custody/confinement* after a felony conviction.

21.03.04

Old Policy: Review FS groups in 1 or 2 months (agency option) when the FS group is likely to have changes in income or group status, for example, a homeless FS group, or migrant workers.

New Policy: Review FS groups in 1 or 2 months (agency option) when it appears likely that the FS AG will become ineligible for FS in the near future.

22.01.04

Old Policy: Issue an allotment to correct the underissuance, regardless of current eligibility. Issue a FS ID card if the group is not currently eligible and no longer has an ID card.

New Policy: Issue an allotment to correct the underissuance, regardless of current eligibility. Issue a FS ID card if you convert EBT benefits to coupons and the group does not have a FS ID card.

22.02.01.01

Old Policy: All adult FS unit members are liable for repayment of any overissued food stamps. If an adult member moves to another household, the claim follows him/her to the new household. Also apply the claim to any remaining adult household members. You may have collection action involving more than 1 household at the same time.

New Policy: All adult food unit members are liable for repayment of any overissued food stamps. If an adult member moves to another household, the claim follows him/her to the new household. Also apply the claim to any remaining adult *food unit* members. Someone still in the household and not the food unit would not be responsible for an overpayment. You may have collection action involving more than 1 food unit at the same time.

24.00.00

The EBT guide was added to the FS Handbook as appendix chapter 24.00.00 EBT (Electronic Benefits Transfer). The EBT Guide (DES-11892 or DES 11893) was issued during EBT conversion in each region. These documents are now obsolete.

A link is included at 24.01.00 to link to the Adobe Acrobat version of Ch. 24 EBT. Eventually, the EBT chapter will be incorporated into the FS Online Handbook as web pages, like most of the other chapters.

Note: To print this new chapter, you will need to go to the pdf link from Ch. 24.01.00 first, then print from within Acrobat. If you go to the "PDF Versions" link from the FS Handbook homepage and print a handbook, the only thing that will print from Ch. 24 EBT will be the text on that page. This is also true for other handbook sections that link to pdf's, such as Ch. 20 Forms, 7.08.00 Earmarked School Expenses, and 18.06.00 Allotment Tables.

Citicorp Services Inc (CSI), the EBT Vendor, has changed their name to Citicorp Electronic Financial Services (CEFS). References to CSI have been changed to CEFS. They are referred to as Citibank in the EBT system screens section.

24.01.02

A caution was added to instruct the cardholder to tell the clerk the amount that should be deducted from the QUEST card if the purchase amount will exceed the balance in the account.

24.01.03

A sentence was added clarifying that the QUEST card must be present for a key-entered or manual transaction.

24.02.01.03

Initial Card Issuance: The policy was clarified. An initial card is defined as one that is requested by CARES if the cardholder is not a current cardholder on the CEFS system. CARES screen BIET displays current cardholders. If the FS AG reapplies and the cardholder has not changed, a new card will not be issued by CEFS.

24.02.02.01.01

Designating an Alternate Payee: Form DES 2375-Authorization of Participant's Representative was revised for EBT and a reference to this form was added.

BWSP Operations Memo 01-34 describes the new version of this form.

The section was clarified to say that the primary person has “prohibited” card access on the CEFS system.

- 24.02.02.01.02 If an AP is deleted, CEFS will status the AP card the same night. If an AP is added, CEFS will status the PP card the same night. This was a write-in change issued with the original EBT Guide.
- 24.02.04.01 Item 4 has been removed. It referred to AGBI issuance methods other than EBT types.
- 24.02.05 The changes that result in the issuance of a new QUEST card were identified. A statement was added that BIET will display the date a QUEST card was requested.
- A caution was added to not enter characters used in other languages or unusual non-alpha characters on ANID or ACDP. This was a write-in change issued with the original EBT Guide.
- 24.02.06.01 PIN Selection: A statement was added that the local agency should assist cardholders that have difficulty calling recipient customer service to select a PIN.
- 24.02.06.02 PIN Change: A statement was added that the cardholder must change the PIN for the vault card at the local office using the CAPS device.
- 24.02.07 Emergency Card Issuance (Initial Issuance): The section was clarified to say that an application is either a new case or a case closed for more than one day (not 30 days). Also, the cardholder for the case can't be a current cardholder on BIET.
- A statement was added that AGBI must be completed before the case is confirmed. This was a write-in change issued with the original EBT Guide.
- A statement was added to say that if AGBI was not completed before confirmation, the BIPN error message will be “X ISSUANCE METHOD NOT ENTERED ON AGBI BEFORE CONFIRMATION.”
- A statement was added that the local agency should advise the vault cardholder to check the balance in the EBT account before buying food with the card.
- 24.02.08.02.01 A sentence was added that you must review the card issuance information and card usage on the CEFS system to determine if an emergency exists.
- A sentence was added stating that each office must have the capability to issue a vault card for an emergency situation. This requirement was identified in Administrator's Memo 00-16.
- Emergency Card Replacement: A statement was added that a replacement card can't be issued until an account is set up on the CEFS system. An account is not set up until a benefit is received.
- A statement was added that a vault card should not be issued the same day that a CARES address change is made. This was a write-in change issued with the original EBT Guide.
- 24.02.08.04 The reference to FNS 560 was removed. A form is not required when the local office sends returned QUEST cards to DWS.
- A statement was added that CARES-BI 730A-DLY is the daily EBT Undeliverable Cards Report. A sample of the report was included with the original EBT Guide.
- A reference to a new monthly report, CARES BI-731A-BIR (QUEST cards returned to the State) was added. A statement was added that this is a monthly report that

lists all of the cards returned in the month for each agency.

It was clarified that a statused card should not be returned to the State.

24.02.09

Card Status: The section was clarified to state that all QUEST cards ordered by CARES are in inactive status until a PIN is selected.

Card Access: A statement was added to this section to identify the types of card access to the EBT account.

A statement was added that the primary person has prohibited card access when there is an alternate payee. The card status is active. This was a write-in change issued with the original EBT Guide.

24.02.11

Group Living Arrangement Processing: The facility will process a food stamp return transaction (not a credit transaction) to return benefits when the client leaves the facility.

24.02.12.02

The usual time that daily benefits are available to the cardholder is by 12:30 a.m. Central time. The previous material listed 6:00 a.m.

24.02.12.06

Benefit replacement: This section clarifies that auxiliary reason 954 must be used to issue replacement EBT benefits. The State must generate this auxiliary. State contacts are provided.

24.02.13

A statement was added that cardholders are associated to the EDA account based on the CARES case number.

24.02.13.01.02

Old Policy: Accounts became dormant if not accessed by the FS AG within 90 days.

New Policy: Accounts remain active until benefits are expunged at 365 days. The worker alert at 90 days of inactivity was removed. References to reactivating accounts by the local office or CARES were removed. The 300 day warning letter and alerts were added.

Policy and system changes were described in BWP Operations Memo 01-52.

24.02.14

Expunged benefits: For accounts converted to coupons, the remaining balance is expunged in eight (not seven) days.

A statement was added to say that the local agency should contact recipient customer service to status the card when a one-person food stamp group dies. Other persons are not entitled to the benefit.

A statement was added to describe the procedures for issuing benefits that were expunged and less than 365 days old. The policy was described in BWP Operations Memo 01-52.

A statement was added to say that CARES will first apply the expunged amount as a balance adjustment to any outstanding claims on BVCD. This was a write-in change issued with the original EBT Guide.

24.02.15

If EBT benefits are issued in error, the local agency should not status the QUEST card to make benefits unavailable. Process an overpayment the same as you would have if food stamp coupons were issued in error.

24.02.16.01

Conversion of EBT to Coupons: An exception was added. Don't convert EBT benefits to coupons if the cardholder knows that the QUEST card will work in the new state.

24.02.17

ARU/Recipient Customer Service: The section was clarified to say that an Alternate Payee or Authorized Buyer must provide information on the primary person. A statement was added to say that the local agency must assist cardholders who need a replacement card or do not understand the ARU process to select a PIN or reach a customer service representative. The ARU video should be used for worker and client training. The ARU scripts are available on the DWD workweb at https://workweb.dwd.state.wi.us/des/ebt/county/script_options.htm

24.02.17.02

Dispute Resolution Process: Recipient customer service handles disputes regard EBT transactions. Clarified that requests for benefit replacement should be handled by the local agency.

24.02.18

Fraud, EBT Benefit Trafficking and Misuse: This section has been expanded to include FNS responsibilities, the state's role, and local agency procedures.

24.02.19.01

A statement was added to say that the QUEST card must be present to process a transaction or manual voucher.

24.02.20

Ongoing Local Office Training Requirements: A statement was added to say that BIET should be used to determine the current EBT cardholders for a case. This was a write-in change issued with the original EBT guide.

A statement was added to say that cardholders should know the account balance before getting to the checkout lane in a store. They should specify the amount to be deducted from the EBT account if the amount of purchase exceeds the balance in the account.

Follow-up procedures were added to ensure that cardholders are able to access benefits and get help if they are having problems with the QUEST card. The policy was described in BWP Operations Memo 01-52.

Information on two EOS reports regarding denied transactions was added.

24.02.22

BIET: information was added regarding this screen. This was a handout included with the EBT Guide. Included BIET changes relating to expungement as described in BWP Operations Memo 01-52.

24.03.02.01	Log-on to Citibank EBT System: A statement was added to say that individuals who do not access the CEFS system for 6 months will lose access to the CEFS system.
24.03.02.02	Log-off instructions were added to more clearly describe the process.
24.03.03	Inquiry Screens: A note was added to use the Code Reference Sheet in Appendix D as an aid when viewing the screens.
24.03.03.04	Cardholder Detail Journal Inquiry screen: Instructions were added regarding requesting transaction information older than 90 days. A statement was added to say that you can determine if the transaction was keyed or swiped.
24.03.03.11	Card History Inquiry screen: Examples of messages that may display in the action column were included.
24.03.04.03	Dormant Account Maintenance screen: Reactivating dormant accounts is obsolete as of 9/1/01. Accounts no longer become dormant at 90 days of inactivity. The procedural changes were described in BWP Operations Memo 01-52.
24.03.07	Frequently Asked Questions: A Q & A about finding out why a QUEST card does not work in a store was added.
24.04	The content was rearranged. It begins with overall card issuance and PIN selection procedures then discusses card inventory, security and CAPS procedures.
24.04.05	Effective 11/15/01, procedures for returning a damaged CAPS terminal have changed. This information was provided in EBT Coordinator Update #12.
24.04.08.02	Ongoing vault card procedures have been added. When ordering vault cards, the local agency must send a copy of the current Emergency Vault EBT Card log to the DWS contact. When all the cards have been issued on that log, a copy should be sent to the DWS contact.
Appendix C	EBT-related Forms have moved to Appendix 20. Samples of CARES letters have been removed.
Appendix D	Card status 54 for an expired vault card was added. This was a write-in change issued with the original EBT Guide.
Appendix E	Citibank Screen Flow Diagrams were removed. CARES/CEFS Processing Steps was added. This was a handout that was included with the EBT Guide.
Appendix G	The revised CAPS Troubleshooting Guide was sent out in EBT Coordinator Update #9 on 11/17/00.

**TYPOS, TECHNICAL, OR
HYPERTEXT LINK
CHANGES**

The following editing or technical changes are in this release:

Previous Releases Links	Problems have been found with the Previous Releases links on each web page. The dates do not correspond to the actual effective date of the previous releases listed. For that reason, the Previous Releases links have been disabled and will not appear on pages until the problem is fixed. To see prior policy for a section, look at the previous green sheets or open the previous pdf file for that time period.
Release dates	The PDF versions of the handbook have a letter (A,B, or C, etc.) after the release date. This is an anomaly in the program that will be fixed later. You can disregard

Income Computation Unit Preface	the letter following the release date. Also, in the past, release dates were always on the first of a month. With the online handbook releases, the release dates will be the date the web pages are published.
Review Date Unit Q. 9	A link to the Gross Income Limit page was corrected to 18.01.02.
Allotment unit question 20,	This was renamed Q. 4 since Q. 4-8 were deleted.
08.02.01 (10)	Dotpoint d: A typo was fixed. The text was replaced with "Round down to the nearest whole dollar."
08.05.02 (9)	The second half of this FSET exemption reason was inadvertently dropped off when the FS handbook went online. It was added back.
09.01.00	The text "\$103" was inadvertently left out after the words "or weekly earnings of at least...." "\$103" was inserted after the word "least."
11.01.03	An incorrect link to 01.03.03 was changed to 01.03.04.
11.02.02	A reference to the Code of Federal Regulations was added.
11.05.00, 11.05.01, 11.05.02, 11.05.03, 11.05.04, 11.05.04.01, 11.05.05	A typo was corrected in the first sentence. "Than" was replaced with "that."
12.02.25.01	Subsections 11.05.00 and 11.05.01 were combined into one web page. Subsection 11.05.01 was then deleted. Subsequent subsections were then renumbered. For example 11.05.02 became 11.05.01.
12.02.33.03	"CCS" is a typo. It was corrected to "CS." CS stands for Child Support.
12.02.39	A typo was fixed in Example 1. "He" was changed to "the."
12.02.48	"CS" is a typo. It was changed to "CD," a Certificate of Deposit.
13.05.03.03	In the first sentence "they" is a typo. It was changed to "them."
15.02.05	This section was reformatted since the text appeared garbled on some PC's.
16.06.00	A typo in the example was fixed.
16.07.00	A link from 16.06.00 to itself was removed.
18.06.00	A sentence that was inadvertently deleted before the numbered list was added back: "Shelter expenses that are deductible include:"
20.01.00, 20.02.00, 20.03.00, 20.05.00, 20.06.00, 20.07.00, 20.08.00, 20.09.00, 20.10.00, 20.11.00, 20.12.00, 20.14.00, 20.15.00, 20.16.00, 20.17.00, 20.18.00	There are no previous versions of the allotment tables online before the 01-04 release. These tables are issued in paper form by the federal government and are difficult to convert to an online form. Therefore, you may want to keep paper copies of the yellow allotment tables from the paper handbook in case they're needed for over/ underpayments or fair hearings. Future versions will be saved online.
20.19.00 Designation of Authorized Buyer,	A statement was add to each DWS forms page that a DWD Workweb ID is required to access these pages. The links were all updated to workweb pages. The forms were not changed.
	These DWD forms were added as links in chapter 20.

22.02.04

A link from this page to the Disqualification Consent Agreement at 20.22.00 was corrected.